



CHANGES PROGRAM
Community Help and Awareness of Natural Gas and Electricity Services

ANNUAL REPORT

May 1, 2017 – April 30, 2018



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Summary

This report documents activities provided through the Community Help and Awareness of Natural Gas and Electricity Services (CHANGES) program during the program year of May 1, 2017 through April 30, 2018.

The CHANGES program provides limited English proficient (LEP) utility consumers with natural gas and electricity education as well as assistance with navigating billing, payment and service issues, and dispute resolution advocacy in the consumers' preferred languages. The program includes assistance to help LEP consumers establish or renegotiate payment arrangements, avoid disconnection, and/or arrange reconnection of their service. It helps them apply for financial assistance programs and receive adjustments or corrections to their bills or accounts. These services are provided through a statewide network of community based organizations (CBOs). The CHANGES program is modeled after the TEAM (Telecommunications Education and Assistance in Multiple-languages) Program, which was created to help California's significant LEP population to understand and resolve issues with telecommunications services and bills.

During the 12-month period covered by this report, 26 CBOs participated in the program and provided the following services:

- Participated in 97 community outreach events, reaching nearly 805,000 consumers. CBOs attended community events such as health fairs and ethnic holiday celebrations to inform prospective clients about the services available through the CHANGES program.
- Conducted Outreach through local ethnic media outlets, potentially reaching nearly 2 million consumers. CBOs reached out to their communities through in-language print, radio and television outlets to describe available services and notify communities about emerging energy issues and consumer protection information.
- Provided consumer education workshops to 36,114 consumers. Consumers are provided in-language, culturally appropriate consumer education on a variety of different topics.
- Facilitated Dispute Resolution and Needs Assistance for 3,903 consumers. CBOs assisted consumers with applying for energy assistance programs like HEAP and Medical Baseline, stopped disconnections by negotiating payment extensions and payment plans, requested meter audits, and set up new accounts for newly arrived refugees.

Program Services

The CHANGES program consists of three interrelated program components: 1) Outreach, 2) Education & 3) Dispute Resolution and/or Needs Assistance.

CBOs conduct outreach within their communities to inform consumers about the services available. Consumers are reached through outreach activities and come to CBOs to request information in the form of education or assistance with their utility accounts and bills. Consumers in educational workshops learn new information that prompts them to request assistance with bills and enrollment in energy assistance programs. And consumers who receive assistance with their utility accounts may be identified by the CBO as needing additional education. Consumers who receive assistance with their accounts also conduct additional outreach for the program by informing their friends, neighbors and family members about the services. Data collected shows that the most effective form of program outreach was referrals from satisfied consumers.



All CBOs that participated in the CHANGES program are required to offer all components of the program. CBOs receive intensive training and ongoing technical assistance, coaching and mentoring that includes specific content and messaging information and delivery techniques, but also allows CBOs to tailor the delivery method to elicit the most participation possible from the communities they serve.

Data collected on program services includes demographic client information, language, service types, referral sources, types of assistance provided, and the level at which the CBO needed to reach to resolve a consumer dispute (Customer Service Rep., Supervisor, etc.).

Outreach Activities

Community Events

CBOs participated in 97 community events during the program year. CHANGES outreach materials such as flyers, give away items, and program information are made available to inform community members about the program and how to access services. Events attended by CBOs in this program year included:

Event	City	Language	People Reached
Diabetes Health Walk and Health Fair	Lake Mendocino	Native American English	600
Maria Celebration at Little Saigon	Garden Grove	Vietnamese	280
Buddhist Birthday Celebration	Santa Ana	Vietnamese	270
Cinco de Mayo Event	Madera	Spanish	500
Fruit and Veggie Fest 2017	Madera	Spanish	200
Orange County Head Start Open House	Santa Ana	Spanish	500
Dia de San Ysidro	San Ysidro	Spanish	500
DREAMERS 5K	San Bernardino	Spanish	300
CJUSD Resource Fair	San Bernardino	Spanish	300
Gardena Valley JCI Matsuri	Gardena	Japanese	3,000
Covering the Movements that Change America	San Diego	French	200
		Dari	250
		Arabic	250
Financial Empowerment Day	Los Angeles	Spanish	500
5 th Annual San Mateo County Pride Celebration	San Mateo	Spanish	500
Univision Health Fair	Fresno	Spanish	800
World Refugee Day, Los Angeles	Los Angeles	Armenian	500
		Farsi	250
Word Refugee Day, Oakland	Oakland	Dari	500
Festival Latino	East Palo Alto	Spanish	2,000
Roots to Wellness Event	San Bernardino	Spanish	250
		Vietnamese	250
Justice in July Jamboree	San Bernardino	Spanish Mandarin	150 100
Back to School Health and Resource Festival	San Bernardino	Spanish Vietnamese	150 150
Homenethan 42 nd Annual Havasartian Festival	Van Nuys	Armenian	3,500
		Farsi	1,500
12 th Annual Breastfeeding Awareness and Celebration Walk	Fresno	Spanish	300
		Hmong	300
Casa Day	San Diego	Spanish	500
Portuguese Heritage Night at San Jose Earthquakes	San Jose	Portuguese	18,000
Fellowship Community Outreach	Fresno	Spanish	450
		Bosnian	150
Passport to Life Career and Education Expo	San Diego	Spanish	450
		Farsi	400
Veterans Resource Fair	San Bernardino	Spanish	250
		Chinese	250
2 nd Annual Block Party	Stockton	Spanish	500
Chinatown Night Out	San Francisco	Chinese	2,000
Vu Lan 2017	Westminster	Vietnamese	190

Southland Health Fair	Garden Grove	Vietnamese	340
Richmond District Autumn Moon Festival	San Francisco	Chinese	1,200
Viva Calle San Jose	San Jose	Portuguese Vietnamese Chinese	25,000 40,000 35,000
Semana Nacional	San Jose	Spanish	500
Cultural Connection Community Fair	Stockton	Spanish	700
Madison Park Resource Fair and Walk-a-Thon	Santa Ana	Spanish	750
Longevity Parade and Fair	San Francisco	Chinese	500
Chinatown Community Health Fair	San Francisco	Chinese	300
Faith Community and City: Coming Together to Support Older Adults and Persons with Disabilities	San Francisco	English	200
Financial Resource Fair	Santa Ana	Spanish	500
Autumn Moon Festival	San Francisco	Chinese	50,000
Free Health Fair	Santa Ana	Vietnamese	320
O.C. International Festival	Garden Grove	Vietnamese	270
Community Health Fair	San Bernardino	Spanish English	300 200
Chinatown Resource Fair	San Francisco	Chinese	600
San Diego Deaf Festival	San Diego	ASL	2,000
Central-West County Health Fair	Garden Grove	Vietnamese	430
San Jose Health Fair	San Jose	Spanish	1,000
Korean Full Moon Festival	San Jose	Korean	300
Nhan Hoa Health Fair	Garden Grove	Vietnamese	180
Community Health and Resource Fair	Los Angeles	Chinese	600
East and West Health Fair	San Francisco	Chinese	1,000
The REEF Exposition	Los Angeles	Spanish	473
Community Resource Fair	San Diego	Spanish	500
5 th Annual Latino Health Fair	East Palo Alto	Spanish	500
Monterey Park Health Fair	Monterey Park	Chinese	500
Holiday Parade and Vendor Fair	Rialto	Spanish	2,000
Holiday Health and Resource Fair	San Bernardino	Spanish	1,100
Abrochate Por Amor Ford Resource Fair	Santa Ana	Spanish	550
7 th Annual Health and Wellness Fair	San Diego	Arabic	15,000
Year End at the Mexican Consulate	San Jose	Spanish	600
Little Tokyo New Year Celebration	Los Angeles	Japanese	10,000
Monterey Park Lunar New Year Festival	Monterey Park	Chinese	1,500
Chinese New Year Flower Fair	San Francisco	Chinese	500,000
2018 Year of the Dog Fair	San Francisco	Chinese	33,000
Alhambra Lunar New year Festival	Alhambra	Chinese	1,000
Los Angeles Lantern Festival	Los Angeles	Chinese	550
2018 Semana de Educacion Financiera	San Diego	Spanish	500
Party in the Park	Santa Ana	Spanish	600
Lion Dance	Milpitas	Chinese	800
International Women's Day	San Ramon	Dari	500
Community Health Fair	Los Angeles	Chinese	600
San Gabriel Lunar New Year Festival	San Gabriel	Chinese	400
Spring Wellness Day	Los Angeles	Chinese	200
APA Community Fair	Los Angeles	Japanese Korean Cantonese	200 200 200
Spring Into Action Resource Fair	Los Angeles	Chinese	250

Rubber Ducky Carnival	San Gabriel	Chinese	300
Monterey Park Cherry Blossom Festival	Monterey Park	Chinese	1,000
Cesar Chavez Day	Madera	Spanish	520
Citizenship Fair	San Ysidro	Spanish	200
Parent Symposium Community Fair	Chula Vista	Spanish	150
Consulado Mobil Fairtana	Escondido	Spanish	150
Health and Wellness Fair	Los Angeles	Spanish	250
		Korean	180
		Chinese	150
18 th Annual Day of the Child	Chula Vista	Spanish	500
CSUSB International Market	San Bernardino	Spanish	200
Fontana Resource Fair	Fontana	Spanish	500
Khmer/Thai/Lao New Year Celebration	Fontana	Cambodian	2,000
Spring Health Fair	San Bernardino	Spanish	300
Blue LA Public Launch	Los Angeles	English	500
Mira Mesa Community Fair	Mira Mesa	Tagalog	1,000
HSU Big Time	Arcata	English	1,500
First Friday Art Walk	San Diego	Arabic	93
Foothills Resource Fair	San Diego	Arabic	150
Portuguese Heritage Night	San Jose	Portuguese	18,000
Sama Sama Serbisong Bayan	Carson	Tagalog	500
Voice of Refugees	Anaheim	Arabic	250
		Farsi	250
Deaf Community Tax Day	San Diego	ASL	200
			804,746



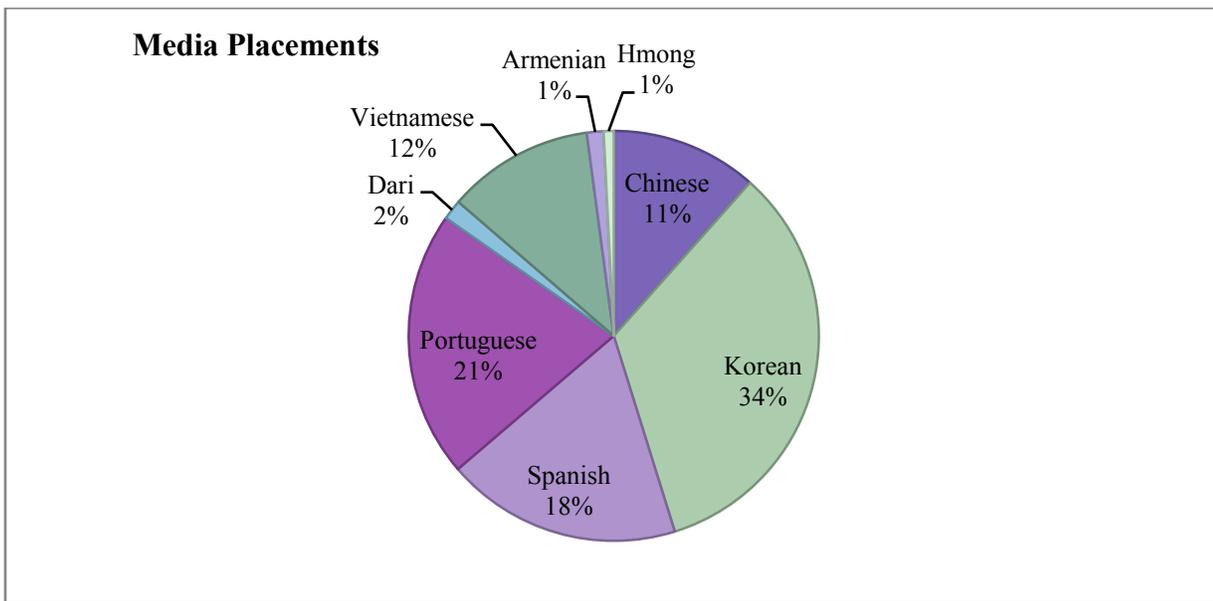
CHANGES CBOs provide information about utility issues and available CHANGES services at community events.

Media Placements

Media outreach consists of disseminating program information through in-language broadcast and print outlets. CBOs receive training on interview techniques, media relations strategies, and press release development and placement. Data reported is based on the media outlets’ reported reach. During this program year, CHANGES CBOs potentially reached nearly 2 million people.

TYPE OF MEDIA OUTLET		
PRINT	RADIO	TELEVISION
Song Moi Weekly Magazine	KBIF 900 AM	Arriba Valle Centro Univision 1
Molorak Weekly	La Poderosa Radio 860	Iman TV, Reflection Program
World Journal	KYPA Radio 1230	Rowzana, Ariana Afghanistan
El Latino	Radio Bolsa	KTSF Channel 26
La Prensa San Diego	Radio Latina 1045	Reflection, Iman TV
Sing Tao Daily	Radio Bilingue	Dan Sinh Media
Borders Fronteras	KSQQ	
Azbarez Armenian Daily		
The Korea Times		

Media Placements Language	
Language	# Reached
Armenian	25,100
Chinese	220,000
Dari	30,000
Hmong	15,000
Korean	640,000
Portuguese	400,000
Spanish	353,000
Vietnamese	220,000
TOTAL	1,903,100



Special Outreach Projects

CBOs are able to propose special outreach projects that will enable them to promote program services to their communities in unique ways. CBOs must submit prior written proposal, describing their plans and in most cases, the plans are refined or expanded before approval. Some of the special outreach projects completed by CBOs this program year were:

- A community holiday event for 170 senior citizens was held to review utility and phone bills and provide assistance with applications for consumer assistance programs was held in San Francisco. Attendees were served lunch and received holiday gifts and prizes.
- In Parlier CA, a solar panel community education meeting was held to provide residents information about solar panel installation, contracts and impacts of solar energy. Over 50 people attended, most of who were victims of misleading marketing by solar panel companies. Representatives of local elected officials attended as well.
- A Dia de los Reyes celebration in partnership with a local school district provided books for children, holiday gifts and food boxes to families in Madera. Over 175 people attended and brought telephone and utility bills for review and assistance.
- A weekend bill clinic with educational sessions, bill review, lunch, and resource tale was provided to families in the central valley. Local television and radio stations, providing additional program outreach throughout the area, covered the event.
- A CBO created in-language visual presentations of each educational topic for use at special events and meetings to increase awareness of available program services and educational reach.
- Residents at a low-income senior housing complex were invited to a bill review event in the complex. Activities included bill review and assistance, consumer education and completion of assistance program applications.

Outreach through Social Media

CBOs conduct in-language outreach through Facebook, Twitter, and Instagram.

	PG&E	SCE	SCG	SDG&E	Total
Tweets	5	25	25	5	60
Facebook Posts	39	25	25	5	95
Instagram Posts	0	9	9	0	18
Other Networks	0	2	1	0	3
Total	44	61	61	10	176

Bill Fairs

CBOs work together regionally to plan larger bill review events. During this program year, bill fairs were held in San Francisco and Fresno.

Community Presentations

CBOs make presentations about program services to other CBOs, Coalitions, and Task Forces and encourage them to refer their clients for services. A community presentation must reach a minimum of 5 organizations. Community presentations were made to the following groups:

Community Presentations
Southeast Asian LEP Collaborative
Mission Neighborhood Referral Network
Fresno Civic Health Task Force
Deaf CAFÉ
San Diego Outreach Coalition
NorCan San Diego
San Diego County Resources Network
Refugee Resettlement Coalition
Southeast Asian Collaborative
Diversity Coalition Summer Mixer
BHC Prevention Action Team
Asian Pacific Islander Dementia Prevention Network

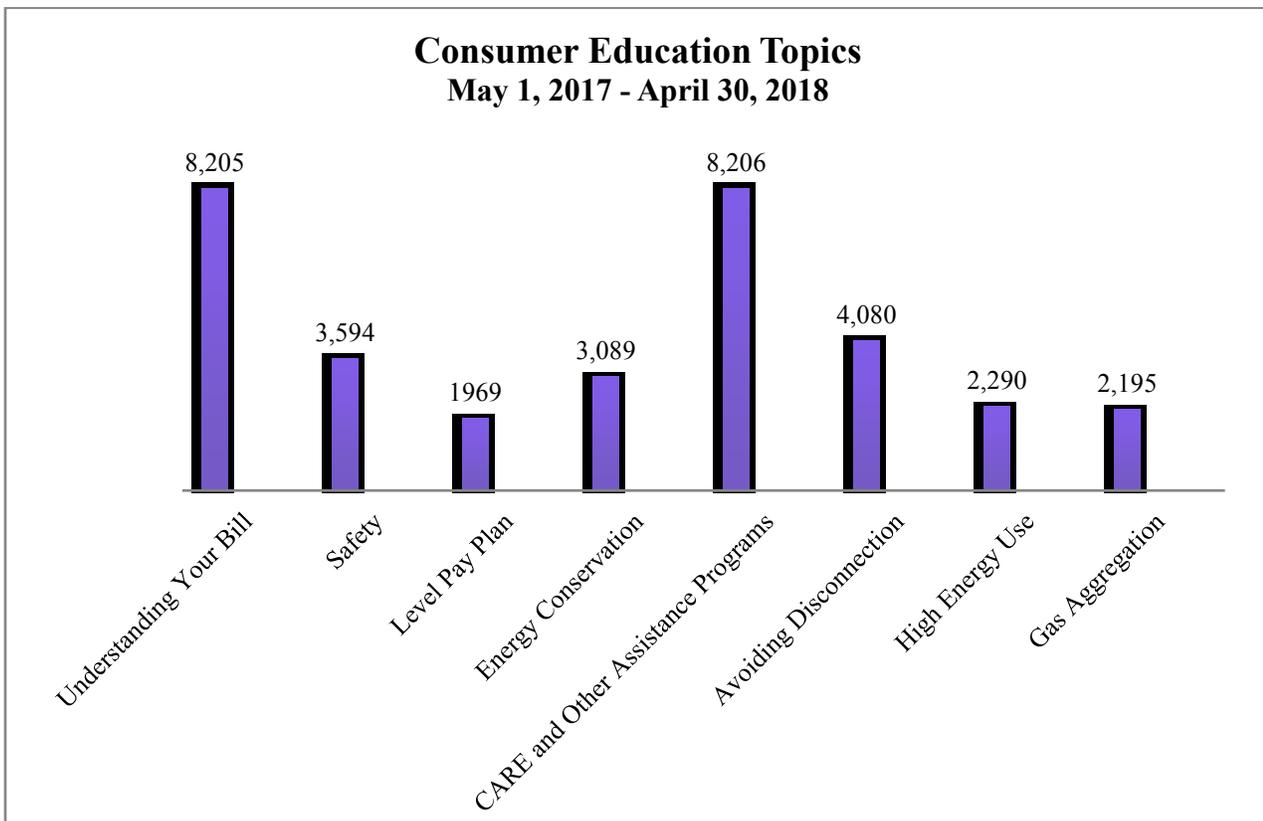
Consumer Education

Consumer Education is typically delivered in small group workshops, although CBOs also provide education to larger groups as well. In some cases, CBOs may conduct consumer education one to one, and may visit consumers in their homes to provide services individually. CBOs present information in the consumers' primary languages, and in a culturally competent manner.

Consumer Education Topics

There are currently **eight different educational topics** presented to consumers in workshops spanning from 40 – 60 minutes in length. CBOs may choose to present more than one topic in a single workshop.

CBOs typically choose educational topics that they feel are most relevant to their communities. This is the reason topics such as *CARE/FERA and Other Assistance Programs*; and *Understanding Your Bill* may be presented more often. For example, in the Native American communities and on tribal lands, where there is significant mistrust of government programs, nearly all of the education provided was focused on the CARE Program in order to inform community members of the benefits of the program. Other topics, such as *Level Pay Plan* are delivered less frequently than others, because CBOs have expressed concern about such plans and the difficulties experienced by consumers when they receive an unexpectedly high bill at the semi-annual "true up" billing period.

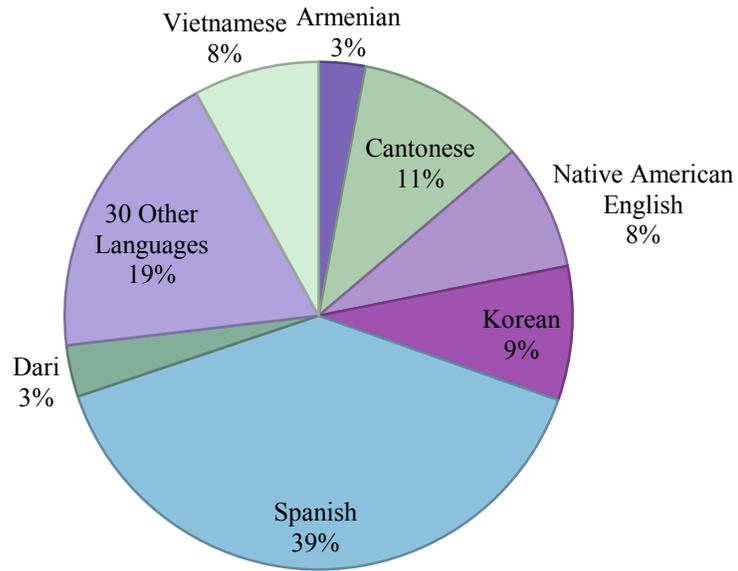


Consumer Education Languages

During this program year, consumer education was provided in **38 different languages**.

CONSUMER EDUCATION -- LANGUAGE			
Language	Consumers Educated	Language	Consumers Educated
American Sign Language	173	Indonesian	10
Amharic	1	Japanese	146
Arabic	309	Kinyarwanda	2
Armenian	1,073	Korean	3,087
Bangala	4	Lao	100
Burmese	1	Mandarin	479
Cambodian	430	Mixteco	7
Cantonese	3,911	Pashto	12
Castellano	71	Portuguese	465
Chaldean	1	Punjabi	10
Dari	1,187	Russian	129
English	2,184	Somali	3
English (Native Americans)	2,908	Spanish	14,245
Eritrean	3	Swahili	93
Farsi	95	Tagalog	968
French	7	Thai	6
Haitian Creole	1	Tigrinya	14
Hindi	42	Tagalog	968
Hmong	78	Vietnamese	2,891
TOTAL CONSUMERS EDUCATED			36,114

Consumer Education by Language May 1, 2017 - April 30, 2018



A CHANGES CBO provides consumer education at an office of the Mexican Consulate.

Dispute Resolution and Needs Assistance Services

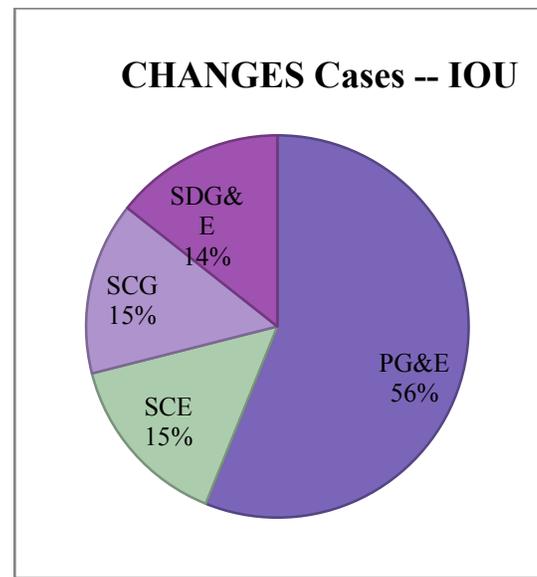
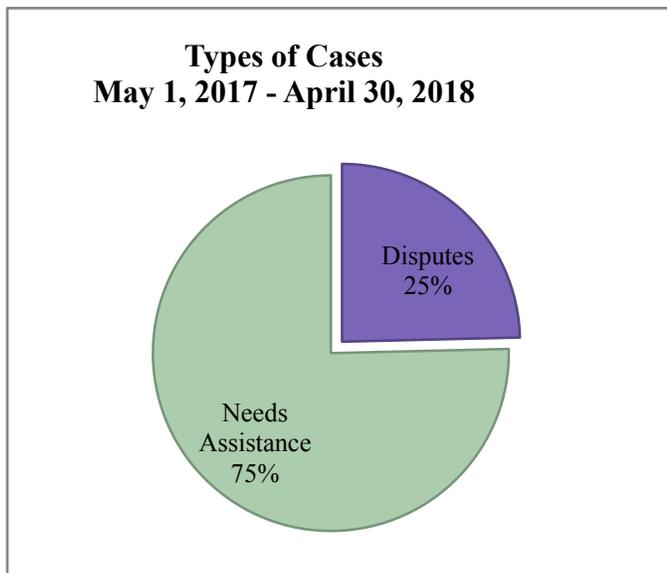
Needs Assistance is provided to consumers who request help with utility services or bills, but do not feel that their bill is incorrect or that the IOU has acted wrongly. It may include helping clients make changes to their utility accounts, assisting with payment arrangements, enrollment into consumer assistance programs, or completing applications to financial assistance agencies.

Dispute Resolution is provided to consumers who believe that their bill is incorrect or who feel the IOU has acted incorrectly concerning their account or service. Dispute Resolution services also encompass dealing with third party gas aggregation companies.

Utility Company

CHANGES CBOS may provide services related to accounts in any of the four Investor Owned Utilities (IOUs).

Cases by IOU	Needs Assistance	Dispute Resolution	Total
Pacific Gas & Electric	1437	753	2,190
So Cal Edison	552	31	583
So Cal Gas	531	39	570
San Diego Gas & Electric	422	138	560
Total	2,942	961	3,903



Referral Source

Consumers seeking assistance often learn about program services when they are receiving assistance in other programs at the CHANGES CBO. Many accessed TEAM services and later come back with other utility bill issues. The number of consumers who are referred by friends and family continues to rise, as more people received services and inform others about the resource.

Referral Source	Needs Assistance	Dispute Resolution	Total
Consumer was in a CHANGES Educational Workshop	253	809	1,062
Consumer was Referred by Friend or Family	279	758	1,037
Consumer Participates in Another Program at the CBO	154	516	670
Consumer Received Program Information at a Community Event	122	301	423
Consumer was Referred by Another CBO	81	296	377
Consumer Learned of the Program through Newspaper, Radio, or Television	34	179	182
Consumer Received TEAM Services	38	83	86
Total	961	2,942	3,903

A review of the data in the Referral Source Table above indicates that:

- CHANGES consumer education workshops appear to provide consumers with enough information to prompt them to seek needs assistance services or identify issues they wish to dispute;
- Consumers who receive services feel they are beneficial enough to refer friends and family for similar assistance;
- CBOs are able to leverage other programs in their organizations to serve more people;
- Media outreach may not be targeting the community members most in need of services.

Services Provided

CHANGES CBOs provided the following Dispute Resolution services:

DISPUTE RESOLUTION SERVICE PROVIDED	
Service Provided	Total
Changed third-party gas aggregation company	283
Stop Disconnection	223
Energy Assist. Program Application Assistance	175
Set Up Payment Plan	111
Bill Adjustment	92
Set Up Payment Extension	22
Medical Baseline Application Assistance	17
Solar Energy	16
Request Meter Service or Testing	10
Time of Use	4
Consumer Education Only	3
Add Level Pay Plan	2
Changed third-party electricity aggregation company	2
Scheduled Service Visit	1
Total	961

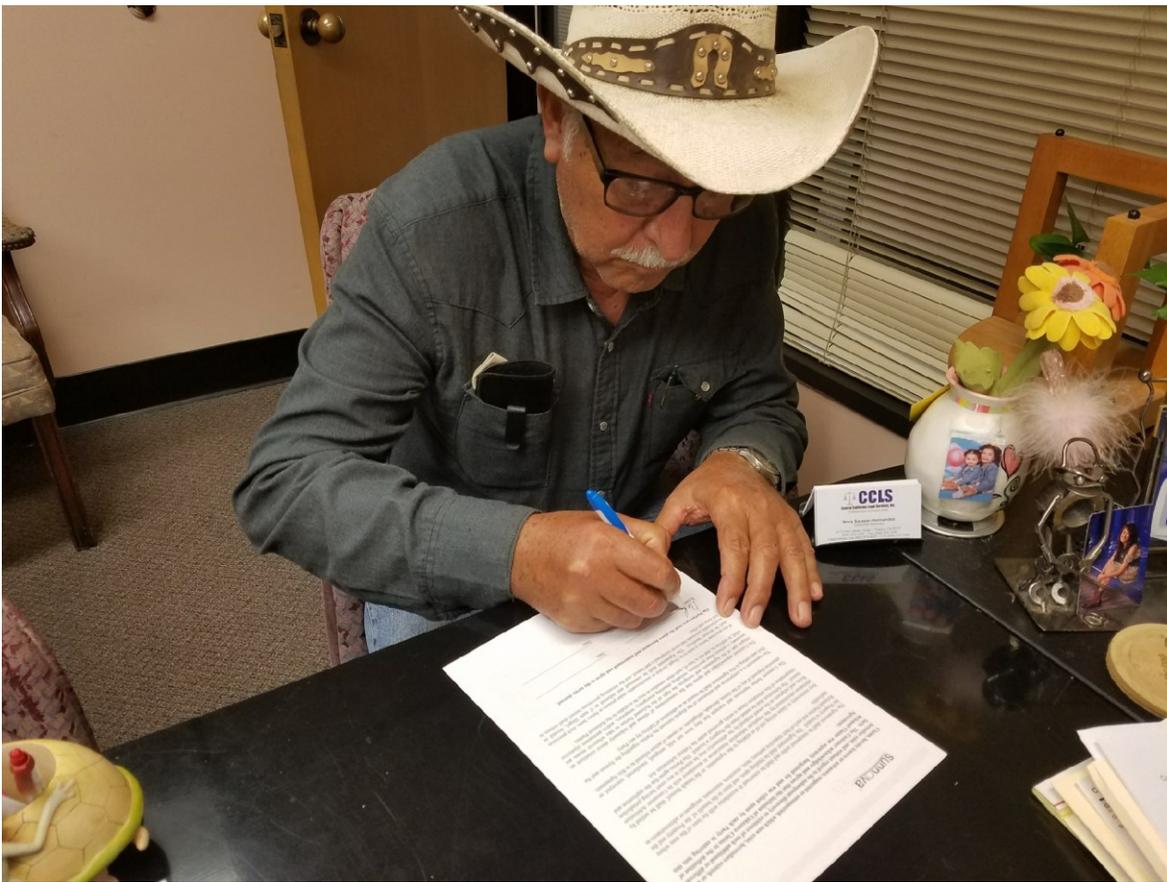
The following Needs Assistance services were provided by CBOs:

NEEDS ASSISTANCE SERVICE PROVIDED	
Service Provided	Total
HEAP/LIHEAP Application Assistance	1,496
Enrolled in Neighbor to Neighbor (SDG&E)	193
Assist with Changes to Account	186
Medical Baseline Application Assistance	182
Set Up Payment Plan	161
Billing Language Changed	145
Enrolled in Gas Assistance Fund (SCG)	134
Energy Assistance Savings Program (ESAP)	129
Set Up New Account	103
Set Up Payment Extension	73
Enrolled in Energy Assistance Fund (SCE)	66
Assisted with Reconnection	26
Assistance with Online Energy Efficiency Tool	23
Assisted High Energy User with Document Submission	8
REACH Application Assistance	4
Reported Safety Problem	3
Added Level Pay Plan	3
Set Up 3rd party Notification	3
Enrolled in Energy Assistance (PG&E)	2
Enrolled in Demand Response/Summer Saver Programs	1
Consumer Education Only	1
Total	2,942

Reporting Full Spectrum of Services Provided

The statistics reported in the previous two charts above do not adequately account for all services provided by CBOs. The charts include only one service provided per case. The program was previously limited by the constraints placed on it during the pilot phase. Data collection procedures are being modified to allow CBOs to indicate all of the services provided in each case.

This improved data collection process will enable us to better describe how consumers are being assisted and what issues need to be better addressed. For example, a consumer may have a pending disconnection with a high bill balance, and in this case the CBO may identify multiple areas that need addressing, such as highlighting an error in billing and obtaining a bill adjustment, securing a HEAP contribution to reduce the balance owed, and then negotiating a payment plan for the remaining balance. By addressing each of these issues the disconnection could be stopped. However, currently the CBO can only select one service in the database, despite CHANGES program operators' recommendations that full data be collected on the extent of services required to resolve a case. In the full, non-pilot program, contracted directly with the CPUC, we are in the process of expanding and modifying data collection that will allow us to better analyze consumers' needs and experiences.



A CHANGES client signs an agreement with a solar panel company that misrepresented services and costs. The CHANGES CBO negotiated the cancellation of a \$35,280 contract that the client did not agree to, a refund of \$980.00, and roof repair with a 1-year warranty.

Contact Level for Resolution

CHANGES CBOs follow a progressive contact system when resolving needs assistance or dispute resolution cases:

1. The CBO calls the IOU using a designated CHANGES phone number. In some IOUs, this phone number connects through to a customer service representative that is trained about CHANGES. Other IOUs route the calls directly to their customer service representatives.
2. If the CBO is unable to resolve the case through the designated CHANGES line, the CBO will request to work with a supervisor.
3. When a supervisor is unable or unwilling to provide satisfactory resolution of the case, the CBO will request to escalate the case through the IOUs designated escalation contact. Escalated cases are made through email and are coordinated by Milestone Consulting.
4. Cases that are still unresolved after the escalation process may be referred to a legal organization.
5. Gas Aggregation cases, in which the CBO must call the Core Transport Agency
6. Needs assistance cases that enroll consumers in payment assistance programs such as HEAP, are tracked as “Resolved with Outside Organization/Company”. Many of these cases do not require the CBO to call the IOU.

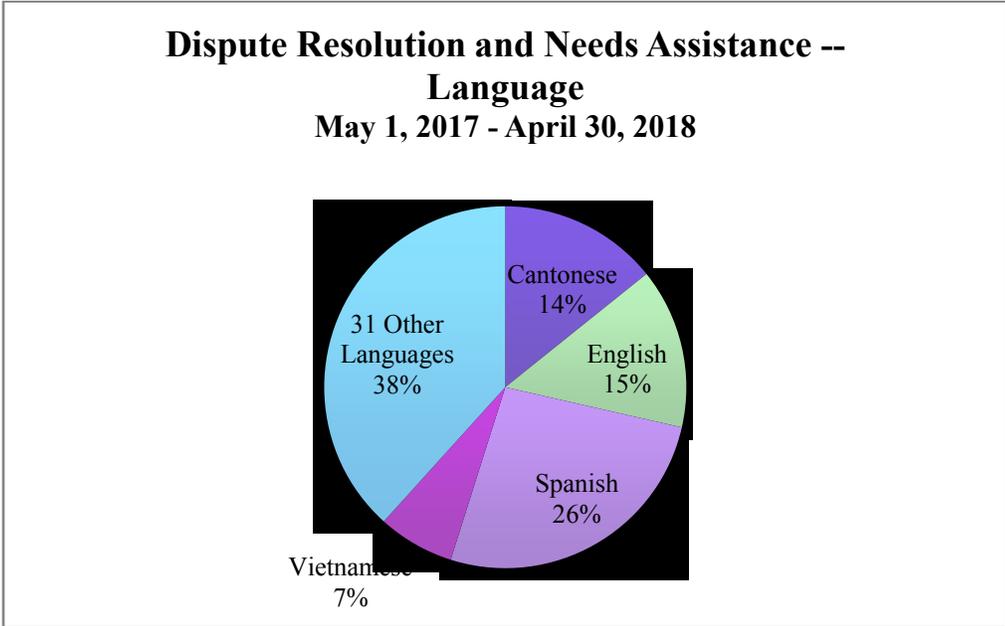
Resolution Contact Level	Total	Total %
Resolved with Customer Service Rep	2,025	52%
Resolved with Supervisor	268	7%
Escalated to Executive Office	16	<1%
Referred to legal assistance	4	<1%
Resolved with outside organization/company	1,421	36%
Called Core Transport Agent	169	4%
Total	3,903	

Language

CHANGES CBOs provided Needs Assistance and Dispute Resolution services in 35 different languages.

Language	Needs Assistance	Dispute Resolution	Total	Total %
American Sign Language	1	1	2	<1%
Arabic	142	52	194	<1%
Armenian	258	8	266	7%
Burmese	3	1	4	<1%
Cambodian	76	14	90	2%
Cantonese	491	147	638	16%
Cebuano	2	1	3	<1%
Chaldean	3	0	3	<1%
Dari	107	40	147	4%
English	481	161	642	16%
Eritrean	3	0	3	<1%
Farsi	12	6	18	<1%
French	1	0	1	<1%
Hawaiian	0	1	1	<1%
Hmong	57	17	74	2%
Japanese	13	2	15	<1%
Khmer	6	2	8	<1%
Kigegere	1	0	1	<1%
Kinyarwanda	1	0	1	<1%
Korean	140	21	161	4%
Laotian	20	13	33	<1%
Mandarin	20	1	21	<1%
Pashto	11	6	17	<1%
Portuguese	13	12	25	<1%
Samoan	0	3	3	<1%

Language	Needs Assistance	Dispute Resolution	Total	Total %
Somali	12	4	16	<1%
Spanish	807	372	1,179	30%
Swahili	13	5	18	<1%
Tagalog	4	2	6	<1%
Turkmen	2	0	2	<1%
Urdu	2	0	2	<1%
Vietnamese	238	68	306	8%
Yoruba	2	1	3	<1%
Total	2,942	961	3,903	



Client Ethnicity

CHANGES services were provided to consumers from 31 ethnicities. Ethnicities are determined and described by the client and the CBO. Cultural competency is at the heart of all CHANGES services and goes far beyond language capacity. The term “Community Based Organization” is not simply any organization that has a non profit tax status. A CBO is an organization based within a community, often operated and staffed by members of that community, that reflects the cultural practices, values and historical experiences of the members of the community it serves. Care is taken to select CBOs that will provide services in a manner in which consumers feel comfortable and secure about approaching for supportive services.

We recognize the need to expand ethnic categories in data collection beyond, for instance, the terms “Latino” and “Middle Eastern”, which does not adequately describe the full spectrum of cultural competency needs. However, we also recognize the potential of over-classification, as well as the difficulty of unintentionally moving from “ethnicity” to “country of origin”.

Ethnicity	Needs Assistance	Dispute Resolution	Total	Total %
Afghan	118	51	169	4%
African American	186	68	254	7%
Armenian	262	8	270	7%
Bangladeshi	2	1	3	<1%
Burmese	4	1	5	<1%
Cambodian	84	16	100	3%
Central African Republican	1	1	2	<1%
Chaldean	3	0	3	<1%
Chinese	518	160	678	17%
Congolese	8	3	11	<1%
Eastern European	9	4	13	<1%
Eritean	2	0	2	<1%
Ethiopian	1	0	1	<1%
European American	90	27	117	3%
Filipino	9	6	15	<1%
Hmong	58	18	76	2%
Indian	0	2	2	<1%

Ethnicity	Needs Assistance	Dispute Resolution	Total	Total %
Japanese	18	2	20	<1%
Korean	139	21	160	4%
Laotian	20	14	34	<1%
Latino	944	412	1,356	35%
Middle Eastern	151	50	201	5%
Native American	22	3	25	<1%
Nigerian	2	1	3	<1%
Pakistani	3	0	3	<1%
Persian	4	1	5	<1%
Portuguese	14	12	26	<1%
Romanian	0	1	1	<1%
Rwandese	2	0	2	<1%
Samoan	1	2	3	<1%
Somali	14	7	21	<1%
South Asian		1	1	<1%
Sudanese	1	1	2	<1%
Turkic	2	0	2	<1%
Ugandan	1	0	1	<1%
Vietnamese	249	67	316	8%
	2942	961	3,903	

City of Residence

CHANGES services were provided to consumers residing in 175 cities:

City	Needs Assistance	Dispute Resolution	Total
Alameda	0	1	1
Alhambra	38	0	38
Altadena	1	0	1
Alpine	4	1	5
Anaheim	5	0	5
Antioch	1	0	1
Arcadia	5	0	5
Armona	0	3	3
Atwater	3	1	4
Avenal	1	1	2
Bakersfield	1	1	2
Bellflower	4	0	4
Bloomington	1	1	2
Brentwood	1	0	1
Burbank	15	1	16
Burlingame	8	3	11
California City	2	0	2
Campbell	9	3	12
Carson	1	0	1
Carmichael	1	1	2
Chino	1	0	1
Chowchilla	0	2	2
Chula Vista	27	3	30
Clovis	8	1	9
Coalinga	2	4	6

City	Needs Assistance	Dispute Resolution	Total
Colton	3	0	3
Compton	1	0	1
Corcoran	2	1	3
Corona	1	1	2
Costa Mesa	2	0	2
Covina	1	0	1
Cutler	0	1	1
Daly City	8	3	11
Del Rey Oaks	0	1	1
Diamond Bar	1	0	1
Dimuba	1	4	5
Downey	3	0	3
Dublin	9	0	9
Earlimart	1	1	2
East Palo Alto	29	69	98
El Cajon	122	53	175
El Cerrito	1	0	1
El Monte	21	0	21
Elk Grove	3	0	3
Escondido	0	1	1
Firebaugh	4	3	7
Foster City	1	0	1
Fontana	10	1	11
Fountain Valley	5	0	5
Fowler	3	1	4
Fremont	44	23	67
Fresno	324	122	446
Fullerton	1	0	1

City	Needs Assistance	Dispute Resolution	Total
Garden Grove	18	0	18
Gardena	4	0	4
Glendale	235	5	240
Glendora	4	0	4
Gustine	1	0	1
Half Moon Bay	15	7	22
Hanford	1	5	6
Hawthorne	1	0	1
Hayward	13	2	15
Hesperia	2	0	2
Highland	21	0	21
Hilmar	0	1	1
Huntington Beach	10	0	10
Huron	3	0	3
Imperial Beach	14	5	19
Inglewood	1	0	1
Irvine	3	1	4
Julian	1	0	1
Kingsburg	3	0	3
La Habra	2	0	2
La Mesa	12	6	18
La Mirada	1	0	1
Lakeport	3	0	3
Lakeside	1	3	4
Lawndale	3	0	3
Lemon Grove	3	0	3
Lemoore	0	3	3
Lindsay	2	1	3

City	Needs Assistance	Dispute Resolution	Total
Livermore	2	1	3
Lodi	1	0	1
Loma Linda	5	0	5
Long Beach	1	1	2
Los Angeles	165	6	171
Los Gatos	6	6	12
Madera	78	90	168
Manteca	1	0	1
Martinez	1	0	1
McFarland	0	1	1
Mendota	10	4	14
Menlo Park	5	19	24
Merced	1	1	2
Millbrae	1	0	1
Montclair	1	0	1
Monterey Park	29	0	29
Montrose	2	0	2
Moreno Valley	1	1	2
National City	3	4	7
Newark	4	0	4
Norwalk	1	0	1
North Hollywood	3	4	7
Oakdale	1	0	1
Oakland	1	1	2
Oceanside	1	0	1
Ontario	1	0	1
Orange Cove	7	2	9
Orosi	1	0	1

City	Needs Assistance	Dispute Resolution	Total
Pacifica	1	4	5
Palmdale	1	0	1
Palo Alto	3	0	3
Parlier	6	5	11
Pittsburg	0	1	1
Pomona	9	0	9
Porterville	1	3	4
Redlands	17	1	18
Redwood City	10	15	25
Redwood Valley	7	0	7
Reedley	6	2	8
Rialto	8	0	8
Rosemead	11	0	11
Sacramento	25	2	27
San Anselmo	0	1	1
San Bernardino	141	1	142
San Bruno	1	4	5
San Carlos	0	1	1
San Diego	179	42	221
San Fernando	5	0	5
San Francisco	470	250	720
San Gabriel	8	0	8
San Jose	41	13	54
San Leandro	2	1	3
San Mateo	15	5	20
San Ysidro	37	13	50
Sanger	7	2	9
Santa Ana	143	18	161

City	Needs Assistance	Dispute Resolution	Total
Santa Clara	2	0	2
Santa Clarita	2	0	2
Santa Monica	3	0	3
Santa Rosa	2	0	2
Santee	4	2	6
Saratoga	7	3	10
Selma	3	1	4
South Pasadena	2	0	2
South San Francisco	7	5	12
South San Gabriel	0	1	1
Spring Valley	14	3	17
Stanton	2	0	2
Stewart's Point	3	0	3
Stevinson	1	0	1
Stockton	156	37	193
Studio City	1	0	1
Sunnyvale	16	6	22
Sun Valley	0	1	1
Torrance	29	1	30
Tracy	5	4	9
Tujunga	5	1	6
Tulare	3	3	6
Turlock	1	0	1
Tustin	2	0	2
Ukiah	1	0	1
Union City	8	7	15
Upland	4	0	4
Upper Lake	1	0	1

City	Needs Assistance	Dispute Resolution	Total
Vallejo	1	0	1
Van Nuys	1	1	2
Victorville	1	0	1
Visalia	6	7	13
Vista	1	0	1
West Sacramento	1	0	1
Westminster	38	1	39
Windsor	1	0	1
Yuba City	0	1	1
Yucaipa	2	0	2
	2,942	961	3,903

CHANGES Community Based Organizations	
Asian Community Center Senior Services	Sacramento
Afghan Coalition	Fremont
Alliance for African Assistance	San Diego
Asian American Resource Center	San Bernardino
Casa Familiar	San Ysidro
Central California Legal Services	Fresno
Centro La Familia Advocacy Services	Fresno
Chinatown Service Center	Los Angeles
Chinese Newcomers Service Center	San Francisco
Deaf Community Services of San Diego	San Diego
Delhi Center	Santa Ana
El Concilio of San Mateo County	San Mateo
Fresno Center for New Americans	Fresno
Good Samaritan Family Resource Center	San Francisco
International Institute of Los Angeles	Los Angeles
Korean American Community Services	San Jose
Koreatown Youth and Community Services	Los Angeles
Lao Khmu Association, Inc.	Stockton
Little Tokyo Service Center	Los Angeles
Madera Coalition for Community Justice	Madera
Pilipino Workers Center	Los Angeles
Portuguese Community Center	San Jose
Self-Help for the Elderly	San Francisco
Southeast Asian Community Center	San Francisco
SUSCOL Intertribal Council	Napa
Southland Integrated Services (Vietnamese Community of Orange County)	Santa Ana